



POSITION DUTY STATEMENT

Division: Field Operations Division	Classification Title: 1897 Motor Vehicle Representative
Branch: Region II	Working Title: Motor Vehicle Representative
Unit: King City	Tenure/Timebase: Permanent Fulltime
Position City: King City	Position County: Monterey County
Position Number: 647-1897-002	CBID/Bargaining Unit: R04
<p>Conflict of Interest Classification: No</p> <p>This position is designated under the Conflict of Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.</p>	
Medical Evaluation: No	Bilingual Language: Unknown
Sensitive Position: No	DMV Employee Pull Notice: No
Fingerprint/Live Scan: Yes	Professional License: No
Work Week Group: 2	Effective Date:

<p>Direction Statement and General Description of Duties: Under direction of the manager in a Grade III field office, the incumbent performs tasks in an environment which routinely requires a calm, courteous, and tactful approach in providing customer service. The incumbent interacts respectfully and effectively with supervisors, peers, other departmental employees, and supporting agencies, contributing to the overall efficiency and productivity of the office. The amount of time performing certain tasks may vary based on the needs of the office.</p>	
<p>Percentage and Essential/Marginal Functions:</p>	
45%	(E)



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	<p>Interpret, apply, and explain provisions of the Vehicle Code and the regulations, policies, and procedures of the Department of Motor Vehicles (DMV) pertaining to the licensing of drivers, registering and titling of vehicles and vessels, licensing of vehicle dealers, manufacturers, and dismantlers. Furnish the public with and explain the use of forms and applications for registration and driver license/identification transactions. Review applications and supporting documentation to verify for authenticity, signatures, and completeness of information. Verify the identity of applicants and ascertain whether the applicants possess the legal documents for licensing. Identify and/or flag suspicious behavior or potentially fraudulent documents. Process various forms and documents to complete the requested transaction. Input sensitive customer and transaction information accurately into various databases. Thumbprint individuals for licensing and/or identification purposes using a video capturing device or inks pad. Make photocopies of forms and documents and scan for filing, routing, updating, and/or processing.</p>
20%	<p>(E)</p> <p>Determine the appropriate fees and/or penalties for licensing, registration, and other related transactions using fee charts and reference materials to ensure the appropriate amount is collected. Collect payments for various fees and/or penalties from customers who owe such fees and/or penalties, and verify and issue receipt, accountable items and applicable documents (e.g., registration stickers, license plate, disabled placards, various permits, licenses, and/or special certificates to applicants who meet the specific requirements). Submit collected fees and/or penalties to a Control Cashier. Prepare daily reports and bank deposits for the office.</p>
15%	<p>(E)</p> <p>Respond, in person or via telephone, to driver licensing, vehicle registration and ownership, occupational licensing, and/or other related inquiries and disputes from customers, and resolve issues. Notify customers of an action taken against a permit, license, special certificate, and/or vehicle. Explain to customers the decisions made and/or actions taken regarding a variety of driver licensing, vehicle registration and ownership, occupational licensing, and/or other related issues.</p>
15%	<p>(E)</p> <p>Determine the eligibility of individuals to take the road test for a driver's license by verifying a variety of information. Evaluate DMV medical report forms and vision referral forms and enter updated medical information into various databases. Administer vision tests using an eye chart or electronic vision test equipment. Score driver license exams to determine whether applicants possess the minimum level of knowledge required for a</p>



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	<p>driver’s license. Determine if a vehicle meets the requirements to be registered in the State. Inspect vehicles to verify motor vehicles via Vehicle Identification Numbers (VINs), license plate number, and classification of a vehicle for registration and ownership purposes. Determine out-of-state and out-of-country vehicle requirements to complete licensing and/or registration transactions.</p>
5%	<p>(M)</p> <p>Attend formal and/or informal training to stay updated on departmental policies, procedures, and/or regulatory requirements pertaining to driver licensing, vehicle registrations and ownership, and/or other related issues. Reconcile accountable items (e.g., registration stickers, license plate, disabled placards) to ensure that the proper inventory is present. Stock workstations with the appropriate forms and supplies. Destroy confidential forms, documents, and materials according to departmental policies. Performs other duties as required.</p>

<p>Supervision Received: The Motor Vehicle Representative (MVR) performs tasks under direction of the Manager I, Department of Motor Vehicles (DMV).</p>
<p>Supervision Exercised and Staff Numbers: None.</p>
<p>Physical Requirements: Works in an office setting at a public counter. Enters information into a computer. May sit for extended periods of time.</p>
<p>Special Requirements: Saturday/extended office hours may be required. Position may require rotation through neighboring field offices.</p>
<p>Personal Contacts: Will interact with the public, supervisors, peers and other departmental employees in person, by telephone, e-mail, and mail as needed. Interactions may be general, confidential, sensitive, or informative.</p>

EMPLOYEE ACKNOWLEDGMENT

I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe you may need to request reasonable accommodation to perform the duties of this position, discuss your request with your manager/supervisor who will engage with you in the interactive process.)



DEPARTMENT OF MOTOR VEHICLES
POSITION DUTY STATEMENT

647-1897-002

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE

MANAGER/SUPERVISOR ACKNOWLEDGMENT

I certify this duty statement represents a current and accurate description of the essential functions of the position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE